IMPACT OF ICT ON LIBRARY SERVICES

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ABSTRACT:

This Paper focus on ICT impact on library services which main part of Library management .To give effective services to users, the use of ICT is must to library personals today and grow the knowledge of ICT.

Introduction:

Libraries, renders various information services to meet the different needs of their users in order to save their time due to information explosion, increasing specialization and increasing need for quick access to relevant information. Information services are to be provided to users not only on demand but also in anticipation of their needs. Libraries use IT to increase the efficiency and effectiveness of their information services. Computers enable libraries to develop database of their collections and make them easily accessible to users. In an automated library, once databases are developed many services such as bibliographic service, indexing service, CAS, SDI etc. will be automatically generated from them and the users can have direct access to them.

Computerization offers a variety of computer-based information products and services including access to external databases, CD-ROMs etc. Net working has enabled libraries to share their resources more effectively especially in the present days of increasing document prices and decreasing library budgets. Computerization of different housekeeping operations enabled libraries to provide various kinds of information services to the users effectively. Libraries are experiencing a significant impact of IT on information processing, sources and services. Rapid technological developments enabled libraries not only to improve the quality of existing services but also to offer a wide range of new services to users. An automated library provides the following information services. Development of databases, Online public access catalog (OPAC), Reference Service Reference Service, Current awareness service (CAS),Selective dissemination of information (SDI) service ,Bibliographic Service ,Literature Search Service, Online search service CD-ROM search services , Internet service

What is ICT?

In short, ICT is a process of collective use of broader or comprehensive form of Information Technology. The term ICT is used many times synonymously with IT or Information technology. It is difficult to define ICT at any particular moment, accurately as

concepts, systems or technologies involved in it have been constantly evolving. ICT is a system or method of handling information due to which tasks such as storing information in digital or electronic format, to retrieve it or make changes in make it to flow or to obtain it are involved. ICT relates to process such as storing data in digital format (parts of information), retrieve it, reformat it, communicate it or obtain it in a desired format. Computer and communication accessories and software are used for the processes. Information relates to the flow of knowledge where as ICT relates to use of computer, telecommunication and internet technology tools in handling information. Information and Communication Technology, in short ICT is the collective effect of all the above processes in which information is obtained by use of information and communication technologies. In recent decades ICT has provided, in various ways, information communication capabilities for our society. For example, today any individual in present moment (real time) can exchange information, data or voice with other individual from any corner of the world through use of communication media. They can always keep in touch with each other by making use of modern concepts and technologies like instant messaging, voice over I.P., voice and video conferencing. social networking tools like Face book. In the era of modern information and communication the world has come closer to form a global village, in which although the individuals are far away from each other but feel like as close as neighbors

Definition ICT:

Ade Bayodein (2005) who defines "The P Acquisition, Processing, Storage, and Dissemination of information by means of computers and other telecommunication equipment"

Objectives:

1)To know the Application of ICT in library.

2) To know the impact of ICT on library services.

Development of Databases:

Libraries use IT to create in-house databases of their holdings and make them easily accessible to users. Bibliographic databases refer to machine-readable records of bibliographic information. Computerized databases provide easy and user-friendly access to the Information resources and form sound foundation for efficient information services .One of the fundamental characteristics computer based information retrieval is that the database at the heart of the system may be used as the basis for a plethora of different products ranging from CD-ROM, through online access on an external host to printed indexes and current awareness bulletins (Rowley 1993: 115) 2.6.2. On-line public access catalogue (OPAC)

Library Catalog is the most important tool to locate reading materials in the library. One of the major advantages of computerization is the computerized on-line catalog popularly known as On-line Public Access Catalog (OPAC). OPAC provides easy access to the library catalog through computer. OPAC is a computerized database of the library holdings, which can be searched in many powerful ways than manual card catalog. OPAC can be conveniently and quickly searched locally, online, through networks, Internet and can also be made available on CD – ROM format.

OPAC is a gateway to find information in libraries and provides facilities to browse search and locate information. OPAC also shows the current status of a book, whether it is available on the shelf or issued. If issued, the book can also be reserved. OPAC also provides remote access from outside the library through Local Area Network (LAN) or from anywhere in the world through web. OPAC accessible through web is called web OPAC. The web OPAC is more simple, popular and easy to access and use. OPAC has the facility to display, download or print the catalog records. The OPAC provides simple and advanced search facility to search an item by author, title, corporate body, conference name, subject headings, keywords, class number, series name, accession number or combination of any of two or more

Rowley (1993: 247) stated that OPAC supports more sophisticated searching and allow consultation of issued records as well as on-order items. It also offers powerful sorting capabilities and printing options. Other features include number of ways of displaying search results ,access from remote locations ,searches statistics generation of hard – copy catalogues and creation of catalogue on CD-ROM .

Reference Services:

Reference service is the provision of assistance to individuals seeking information. Reference service is one which provides the answer to users' question or information needs. Answers take as many forms as questions. Reference service is usually provided in response to a question ranging from simple inquiries to complex search requests. These questions can be classified into two categories (i) ready reference questions requiring straight forward factual responses and (ii) long range literature searching involves preparation of bibliographies on specified topicsLibraries are able to provide better, faster and effective reference services to the users with the development of computerized bibliographic databases and the availability of various electronic reference sources.

Asynchronous tools such as e-mail, FAQs, and interactive tools like chat rooms, virtual reference desk, and ask-a-Librarian are reference replacing the conventional means of post, phone or in-person inquiries. Ask-a-Librarian allows the user to click on ask-a-librarian link to send a formatted inquiry to the librarian. The librarian either provides an answer, links to resources or links to a subject expert.

Current Awareness Service:

Current Awareness Service (CAS) refers to the review of received publications, select the items of interest to the organization and bring them to the notice of all the interested persons. The main objective of CAS is to keep the users up-to-date with current trends and developments in their field of interest. CAS appears in various forms such as title announcement, contents list, indexing and abstracting services, digests, etc. The Information Bulletin 'is one of the popular forms of CAS adopted by many libraries and information centers. Libraries using computers can provide current awareness information resources and form sound foundation for efficient information services. One of the fundamental characteristics of computer based information retrieval is that the database at the heart of the system may be used as the basis for a plethora of different products ranging from CD-ROM,

through online access on an external host to printed indexes and current awareness bulletins. (Rowley, 1993: 115).

Selective Dissemination of Information Service:

Dissemination Information (SDI) is the personalized information services rendered more effectively by the computers in automated library. This service helps to send the selected relevant updated items to the individual users. SDI provides access to current literature acquired by the library according to users' requirements. The concept of SDI is that an individual is notified of items of interest to him. SDI is truly formalized by the computer. SDI can be provided using external and internal databases. SDI is a tailor made CAS designed to serve the individual users directly. It is a selective notification of current items of information to the individual user. In SDI, user profiles of personal interests will be stored. The items which match the user profile are brought to the attention of the user. This process is laborious which takes lot of time manually. Use of computers has made SDI Service simpler, faster and more effective. Many scientific and technology research and development libraries provide effective computer based SDI services to their users form the items they have received. Computerized SDI would provide better coverage than the manual service. Today, electronic mail can be used as an effective method of providing SDI service. For example, library can run an in-house SDI daily against newly received items and the useful references can be sent through electronic mail direct to the individual user.

Bibliographic Information Services

Bibliographic information services form the basic and important services rendered by the library and information centers. The services which provide information about books and other reading materials are called as bibliographic information services. These services are very valuable in libraries not only to make users informed of the current literature available in their field of interest but also to save considerable amount of time of the users.

Research survey revealed that a significant amount of time of the users is wasted in searching bibliographic information. Compilation of bibliographies and reading lists is one of the most important activities in libraries. It is a very tedious and time consuming work manually. With the availability of OPAC and bibliographic databases, bibliographic information services have become more easier convenient, efficient and cost effective for the users. Electronic databases also provide unique search options such as keyword, subject, author, source, year of publication etc. and variety of display formats. Web-based services facilitate full-text searches and link to full-text of the documents. Dialog, STN and Silver Platter are some of the popular database companies that offer bibliographic and reference databases on CD-ROM and online platforms.

Literature Search Service:

When a user wants a comprehensive literature on a particular subject, he needs to do literature search. Literature search involves conduct of retrospective searches of literature on the subject mInterest of the individual user. Retrospective search service is of great value to the user as it provides a comprehensive survey of literature on the subject of interest to the user. The retrospective literature search can use both internal & external databases. The manual

literature search process consumes considerable time, energy and money. Libraries prefer automated searches as it is cost effective compared to manual bibliographic database provide effective and speedy search searching.

Bibliographic databases provide effective and speedy search facilities. With the development of machine readable catalogs and bibliographic databases, literature searching has become relatively easier, more effective and less time consuming process. The advantages of automated searching over manual include speed, Currency, convenience, accessibility to combine search elements do both more complex and specific searches and the ability to modify search strategy immediately.

Online Search Service:

On-line Search Service refers to the mounting databases on a computer and making necessary arrangements for such databases to be searchable from a large number of remote user terminals. Some of the major database hosts are: DIALOG, DATA-STAR, ESAINS, QUESTEL, STN international, ORBIT search service etc. The advantages of online searching over manual include speed, currency, convenience, access, ability to combine concepts and search elements to do both more complex searches and more specific searches, ability to modify the search strategy immediately,

CD Rom Search Service :

Optical discs have become increasingly important as a medium for storage and dissemination of information during the early 1990s. Optical discs represent alternative means of accessing information to online commercial databases.

O'Leary (1990) stated that using CD-ROM databases at the point of use or in the library was found to have considerable effect on budget in a number of academic institutions and in one case CD-ROM virtually replacing online searching. This is particularly applicable to academic institutions, because of the high customer base, fairly predictable fixed type of demand and the frequent requirement for historical rather than current information, Akeroyd (1991) observed that, since the installation of CD-ROM network at South Bank polytechnic library, demand has been so great that within three months, file server access had to be doubled. It has been found that its use has significantly reduced online expenditure, and led to a substantial increase in the number of inter- library loans from students. Biddiscombe (1991) stated that the networking of CD-ROM is now being run successfully in a number of academic institutions. CD-ROM based information service has created positive benefits for the image of the library as a provider of information. The bibliographic database on CD-ROM will alert users to documents whose existence they would not otherwise have expected. This may lead to fuller exploitation of existing library resources and more demand for documents that can be acquired via library networks and inter library loans (Rowley, 1993: 176).

Smith (1993) reported that 82% of academic institutions used CD-ROMs and found them invaluable for end-user searching. All respondents generally agreed that CD-ROM searching was far more relaxing and far more fun than online searching CD-ROM has a number of advantages over online. There are no telecommunications charges, costs are

known in advance. It is intended for the end user and consequently can save staff time. Users do not have to worry about generating high bills through lengthy or complex searches or simply practicing searching techniques and downloading is generally easier (Bevan, 1994). Yaacob and Harun (1996) stated that the application of CD-Net should be promoted so that CD-ROM databases can be networked to allow affordable access to more users.

Document Delivery Service:

Document delivery service is the most important and critical services rendered by LICs. Document delivery service refers to the supply of a copy of the documents to users on demand either in print of electronic from..Many libraries have made their OPACs accessible in their websites. Many library networks such as INFLIBNET and DELNET developed union catalog of periodicals holdings of large number of universities. Users can search for required documents from these databases and request them from concerned library. It has made the electronic document delivery service easy, simple, cheap and instantaneous. BLDSC, ADONIS are some of the examples for document Delivery Services.

Internet Service:

Internet is the world's largest repository of information libraries use internet technologies and applications to provide wide range of innovative services to the users. Libraries provide access to a wide variety of web based information resources and services The Internet is a network of thousands of computer networks spanning around the world. Internet being vast information source enable libraries to provide a variety of information services to users. Innovative use of Internet technologies enable us to reach both local and distant users much more easily and effectively than hitherto possible. In addition to bibliographic and catalog information, we can extend information content to cover full text, images, animations and full multi-media(Ressler and Trefzger: 1997).

According to Rajasekhar (1998), the applications and services a librarian can provide on the Intranet and the Internet may include catalog databases, current awareness bulletins, externally purchased databases, CD-ROM databases, remote information services, internal newsletters, reports and journals, and Internet information sources.

CONCLUSION

Today, Libraries have wide range of opportunities and variety of challenges offered by the rapid development and wide application of Information Technology (IT). IT has become an integral part of all library operations and information services. This movement of using IT in libraries has dramatically changed the ways by which data) acquisition, processing and access has been carried out and information services have been provided by the libraries. As this technology provides librarians with new choices, new opportunities and new challenges, there has been a phenomenal progress in the use of IT applications in library operations and information services in the developed countries of the world. IT usage in Indian libraries has also gained considerable momentum in recent years, which is going to increase at much faster rate in future. This chapter presented the reasons for IT applications in libraries and discussed the impact of it on various aspects of library operations and information services. It also briefly review the latest trends of using IT applications in libraries in dierent countries of the world in general and India in particular

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